GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:650
ANSWERED ON:20.07.2016
Grievance Officer
Patel Shri Prahlad Singh

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government considers to make a post of grievance officer in all the Central Government offices in order to give an option to the dejected common man to avail a second chance of justice;

(b) if so, the details thereof and if not, the reasons therefor;

(c) whether the Government considers to give stipulated timeframe for each application to be processed at Government offices; and

(d) if so, the details thereof and if not, the reasons therefor?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a) & (b): As per guidelines issued by Department of Administrative Reforms & Public Grievances, each Ministry/Department/Public Sector Undertaking/Autonomous Organization is required to designate a full time Grievance Officer, known as Director of Public Grievances. The Director of Public Grievances shall be actively involved in the process of dealing with grievances. Every Wednesday of the week has been earmarked for the Director of Public Grievances for hearing the grievances of the citizens. The names of the Directors of Public Grievances for various Ministries/Departments are available on http://www.pgportal.gov.in.

(c) & (d): As per guidelines issued by the Department of Administrative Reforms and Public Grievances, a grievance is required to be redressed within a period of two months. In case, it is not possible an interim reply with reasons for delay is required to be provided.

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